

Item No. 12.	Classification: Open	Date: 9 February 2016	Meeting Name: Cabinet
Report title:		Response to Healthy Communities Committee Personalisation and Personal Budget Report	
Group affected:		All Southwark adults eligible to receive Personal Budget	
Cabinet Member:		Councillor Stephanie Cryan, Adult Care and Financial Inclusion	

FOREWORD - COUNCILLOR STEPHANIE CRYAN, CABINET MEMBER FOR ADULT CARE AND FINANCIAL INCLUSION

It is really important that the choice and control of services should be placed with the people who use the service. Personalisation puts people at the heart of making their own care decisions and I welcome this report into personalisation and personal budgets from the healthy communities scrutiny sub committee.

The progress on the development of personalisation and personal budgets is essential to the council and we are fully committed to meeting our duties under the Care Act 2014. The report has given us the opportunity to review these commitments and to assess both the progress made the continual work required to ensure we fully address and respond to our commitments under the Act.

This report responds to each of the fourteen recommendations from the sub committee and allows us to review the council's approach from a wider stakeholder perspective.

I am therefore asking cabinet to consider the response set out below and to approve the following recommendations.

RECOMMENDATIONS

1. That cabinet note the current actions that are being taken to address the key recommendations made by the healthy communities scrutiny sub-committee on personalisation and personal budgets.
2. Note additional actions to be taken to address a number of the key recommendations.

BACKGROUND INFORMATION

3. Southwark Council's healthy communities scrutiny sub-committee presented its findings and key recommendations in relation to personalisation and personal budgets to December 2015 cabinet.
 - The committee looked closely at the delivery of personalisation and personal budgets by Southwark Council, including taking written and oral evidence, and considering approaches taken by other Councils;

- The sub committee summarised its findings into 14 key recommendations;
- Each recommendation is considered below in relation to work being currently undertaken by the council that respond to these recommendations. Where further action is needed this is also set out.

KEY ISSUES FOR CONSIDERATION

4. Each of the healthy communities scrutiny sub-committee key recommendations is set out below (in italics), followed by a response:

4.1. Service standards and timescales should be adopted in regards to carrying out an eligibility assessment, completing a support plan and the provision of services. This should be monitored and information made available on an annual basis.

Southwark carefully follow the process of assessing and reviewing eligibility for social care and prioritize urgent needs and delivery of urgent support, with proportionate assessment starting at the first point of contact with social care. This is set out in more detail in Southwark Council's Adult Assessment and Eligibility Policy.

Adult Social Care is currently carrying out a review of the Care Pathway with the assistance of Institute of Public Care (IPC), Oxford Brooks University. This review will recommend standards to be applied within indicative time-scales for completions of assessment and support plans and how progress and performance will be reviewed.

4.2. Residents should be given a named case officer, who will work with them throughout the process, except in exceptional circumstances, and where an officer has to change, residents are kept informed.

Residents are provided with a named council officer to carry out an assessment and to develop a personalised Support Plan. However, this is not always the same case worker, because the care pathway process has a number of distinct stages, starting with reablement. Reablement is the first part of the care pathway and this is arranged through a different team from subsequent support for those who are eligible for a personal budget.

4.3. Named council officers should be trained to provide support services to those accessing personal budgets. This should include training around support planning, brokerage, direct payment management support, managed account service, payroll service, personal assistant and employment support services.

Council officers are trained in support planning, brokerage and general information about the responsibilities around employing a personal assistant (PA) directly. However, specialist support and information about payroll, employer responsibilities, direct payment management and other specialist matters is currently outsourced by the Council to various Direct Payment Support services. While the Council has a duty under the regulations to ensure these specialist areas are provided for, and that this is reflected in the Direct Payment, it is not cost-effective to train all case officers in these specialist areas.

4.4. Assessments should be carried out in individual's home, and carers should be identified and offered their own assessment to be carried out at the same

time, where appropriate.

Assessments are carried out in the person's home already in many instances. Occasionally the assessment may be carried out in another place by agreement. The Carers Assessment Team is now established in Southwark, and offer carers assessments.

4.5. The Council should look to develop a preventative strategy that includes financial support for the maintenance of open door services for vulnerable and elderly residents, to help them remain healthy and active, and ensure they are not isolated.

Key elements of a preventative strategy are being put in place as part of the Council's response to the duties set out in the Care Act 2014. A Care Act Implementation Board has been established, chaired by the Assistant Director for Adults Services, to develop the Council's approach further. There is already in place the Adult Social Care Vision of Social Care. The development of a Voluntary sector strategy, to be recommended to February Cabinet, will also address personalisation. Work is underway to develop Community Hubs with a focus on prevention and resilience, following earlier work and implementation of the Southwark Mental Health Hub.

My Support Choices on Southwark Council's website provides information on local community services:

http://www.southwark.gov.uk/info/200407/my_support_choices.

Reablement is an important element of Southwark's local preventative strategy.

4.6. The Council should create a suite of materials with accessible information for carers, as well as providing this clearly on the Council website.

Information on social care assessments, benefits and advice is already provided on the Council website:

http://www.southwark.gov.uk/info/200387/assessments_benefits_and_advice

As with My Support Choices, much of this information is very relevant to Carers.

4.7. There should be a commitment for carers to have the same case workers throughout the process, except in exceptional circumstances.

The Carers Assessment Team are the team dedicated to working with Carers. Wherever possible it is the intention to provide continuity through this process.

4.8. The Clinical Commissioning Group should be encouraged to ensure that GPs are promoting carer assessments.

The Carers Assessment Team have worked with colleagues at NHS Southwark CCG to ensure that GPs are aware of the service and a booklet is in development to be distributed to GPs surgeries.

4.9. The Council should work in conjunction with Healthwatch to provide regular monitoring and feedback on the process for carers in receiving an assessment through to plan delivery.

The Care Act Implementation Board will be asked to consider the role Southwark

Healthwatch might undertake in monitoring the process.

A Carers Survey is undertaken in Southwark every two years, which asks questions about Carers about their experiences of processes. The last Carers Survey was published in May 2015.

4.10. All VCS organisations should be kept fully aware of where they stand with regards to contracts and transitions to personal budgets

Where the council had moved away from the use of contracts to provide services, it has involved the Adult Social Care team and has signposted service users, who may be eligible for a personal budget, to the relevant team as well as sources of information about direct payments.

4.11. The Council should provide specific information about personal budgets, particularly focused on eligibility criteria to help understand what services they can access.

The My Support Choices pages on the Southwark Council website provides specific information about personal budgets and direct payments under the assessment, benefit and advice section. This information is regularly reviewed to ensure that it is up to date.

4.12. The Council should work with CAS on the creation of an e-marketplace which will collate all available services for personal budget holders.

We will consider and discuss this recommendation with Community Action Southwark.

4.13. The Council should look to support providers on how best to market themselves - potentially linked to the creation of the e-marketplace.

This is difficult to achieve in practical terms, as the marketing of a service is the responsibility of the Voluntary sector organization itself. In relation to marketing, it is important for the Voluntary sector to increasingly focus their attention on marketing directly to their customers - the potential users and carers of their services using personal budgets and direct payments.

4.14. The Council should consider maintaining reduced grant for service providers, particularly building based services, to support moves from block grants to personal budgets.

The Council has used this approach previously, but it can be challenging as responsibilities can become confused, for example over responsibilities for building and equipment. It may also provide an advantage that is open to challenge, unless the scope of such support is transparent and time-limited.

Policy implications

5. In making this response, the following policies have been taken into account:
 - Southwark Council's Fairer Future Vision - specifically "*Working with everyone to realise their potential*"

- Together we can deliver a better quality of life in Southwark: Our Vision for Adult Social Care (see Background Information for link).
- Recent local strategies that take account of personalisation, including Southwark All Age Autism Strategy; Co-Production report, Adult Social care; Transforming Care; and Safeguarding.
- The Care Act 2014.

Community impact statement

6. This report provides a response to the healthy communities scrutiny sub-committee report on personalisation and personal Budgets and has taken account on the community at large and people identified as possessing “protected characteristics” in our community, as outlined in the Equality Act 2010 and the Council’s approach, in formulating the recommendations of this report. No specific equality implications were identified that pertain to this report.

Resource implications

7. This response to the healthy communities scrutiny sub- committee is made within the council’s budgetary framework.

Legal/Financial implications

8. There are no identified legal implications in relation to this report.

Consultation

9. The healthy communities scrutiny sub-committee report sets out the consultation that was undertaken in regard to their investigation in relation to personalisation and personal budgets in Southwark.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Adult Social Care Vision	Southwark Council 160 Tooley Street London SE1 2QH	
Link: http://www.southwark.gov.uk/downloads/download/2638/vision_for_adult_social_care_services_paper		
Healthy Communities Scrutiny Sub-committee Personalisation and personal Budget Report to December 2015 Cabinet	Southwark Council 160 Tooley Street London SE1 2QH (Listed under item 8)	
Link: http://lbsth-dtr01/ieListDocuments.aspx?CId=302&MId=5142&Ver=4		
Southwark Council (2014) Co-production: nothing about you without you. Report and recommendations: embedding co-production in adults. A departmental-wide approach.	Southwark Council 160 Tooley Street London SE1 2QH	
Link: http://moderngov.southwark.gov.uk/ieListDocuments.aspx?CId=302&MId=5144&Ver=4		
Southwark Council Adult Assessment and Eligibility Policy	Southwark Council 160 Tooley Street London SE1 2QH	
Link: http://moderngov.southwark.gov.uk/ieListDocuments.aspx?CId=302&MId=5144&Ver=4		

APPENDICES

No.	Title
None	

AUDIT TRAIL

Cabinet Member	Councillor Stephanie Cryan, Adult Care and Financial Inclusion	
Lead Officer	David Quirke-Thornton, Strategic Director of Children and Adult Services	
Report Author	Dick Frak, Interim Director of Commissioning	
Version	Final	
Dated	27 January 2016	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Democracy	No	No
Strategic Director of Finance and Governance	No	No
Director of Adult Services	Yes	Yes
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team	27 January 2016	